

	CITY-OWNED COMPUTER HARDWARE AND SOFTWARE
<p>Approved:</p> 	<p>Supercedes: Effective: October 16, 2008</p> <p style="text-align: right;">Page 1 of 3</p>

The City of Duluth provides and requires most employees to use computer equipment. Our policy is to implement cost effective automated information processing, and to protect the City and its employees from liability and business interruptions due to inappropriate use of computers and breaches of computer integrity. To ensure these goals are met, the following procedures have been established. Violators of this policy may be subject to discipline up to and including termination.

Management Information Systems (MIS) Responsibilities:

1. MIS is responsible for coordinating the installation and maintenance of all City-owned hardware and software. The MIS division shall also coordinate all equipment and software upgrades.
2. MIS will perform installations of all City-owned hardware and software. MIS will work with user departments to make available any network equipment, software (word processing, spreadsheets, databases, email systems, etc.), or peripherals to the greatest number of users at all times.
3. MIS will maintain all user workstations throughout the City's work sites.
4. MIS will implement and enforce administrative procedures to assure the internal security of computerized data and networks. The City has the right to view, remove or disrupt the flow of any and all electronic mail passed through or maintained on the networks, and to access each and any computer at any time to monitor computer usage.

Equipment Purchase and Repair

1. All PCs will be purchased through the MIS Division in conjunction with the Purchasing Division in accordance with its rules and regulations. Once purchased by the City, the equipment becomes the property of the City.
2. City equipment will be maintained and replaced by MIS according to the City's replacement schedule or as otherwise deemed necessary.
3. The MIS Division and the Purchasing Division will be responsible for the coordination of proper disposal of all microcomputer equipment and associated peripheral equipment.

Software

1. Software such as word processing, spreadsheets, database management, email systems, etc., will be standardized throughout the City. A standard suite of products will be maintained.
2. Users with special software needs must submit their request to MIS with justification for the need. MIS will determine the best possible options. Users shall not install software on city-owned PCs.
3. MIS will make all purchases of necessary software on behalf of all departments in conjunction with the Purchasing Division in accordance with its rules and regulations.
4. Any City-owned software may reside on either the networks or on a local City-owned PC. Software purchased by the City for use and distribution will be controlled in such a way as to comply with all copyright and licensing agreements.

Electronic Mail and Internet Access

1. The City of Duluth has policies relating to electronic mail and to internet access. It is the responsibility of all employees using City computer equipment to understand and follow these policies.

Home use of City-Owned Equipment and Software

1. Under most circumstances, City-owned hardware and software will not be used at employees' homes. All City-owned hardware and software used at employees' homes remain the property of the City.
2. Requests for home use of such hardware and software must be made to the MIS Division via work order by a department director or division manager. This request must be made at least 3 days in advance of the need. The MIS Division will determine the best method of meeting this need on a case by case basis in cooperation with management of the requesting department or division.
 - a. Access could include a loaner laptop or a Citrix or Virtual Private Network (VPN) account to be used with the employee's home equipment.
 - b. MIS will set up the Citrix or VPN account or loaner laptop with the appropriate software. City-owned software will be installed so as to comply with all copyright and licensing agreements.
 - c. Employees using City-owned equipment must sign the ["Home Use of City Computer Equipment Agreement."](#)
3. Equipment shall be returned to the MIS Division upon request or when no longer in use.
4. The MIS Division may require that equipment be returned for inventory purposes. The MIS Division may also require the employee to complete certain inventory steps.

5. No City funds will be expended to purchase, upgrade, or maintain personally-owned equipment.
6. If an employee is granted a Citrix and/or VPN account to utilize from their home computer, the employee is responsible to ensure that their home computer is equipped with up-to-date anti-virus and firewall protection.

Internal Security of Computerized Data and Network

1. The MIS Division grants access as appropriate to each user. Access is based on the employee's need and the network capacity.
2. Once an employee receives a user ID to access the network and computer systems on that network, they are responsible for all actions taken by that user ID. It is strongly urged and recommended that employees do not share their passwords with another person. In the event that an employee shares a password, that employee shall be responsible for the actions of any person using their ID and password.
3. After notifying the user, the MIS Division will maintain disk management by moving or removing data files that it judges unused or obsolete. The MIS Division will make backup copies.
4. No one other than the MIS Division may delete, examine, copy or modify the files or data belonging to other users without their consent.
5. Any unauthorized or deliberate action that damages or disrupts a computer system, or causes it to malfunction, is prohibited.
6. The use of systems or networks in an attempt to gain unauthorized access to remote systems is prohibited.
7. The copying of copyrighted materials, such as third-party software, without the express written permission of the owner of the proper license is prohibited.
8. Intentional attempts to "crash" network systems or programs are prohibited.
9. Willfully introducing a computer "virus" or other disruptive or destructive program into the City's networks or into external networks is prohibited.
10. The MIS Division will perform daily backups of all network servers. Such data will be secured in an area designed for protection from theft and fire, etc., and be removed from the physical backup area.
11. The employee shall be responsible for the backup and security of data on their assigned workstation, should they save data to their local computer. The MIS Division will attempt to backup workstation data if requested. It is recommended, however, that employees save data to a network drive rather than to the local computer.

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